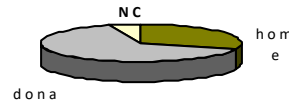
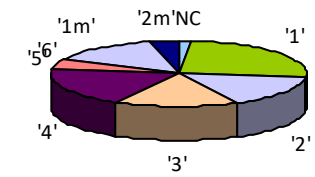


Gender:		
NC	16	5,39%
Male	90	30,30%
Female	191	64,31%



Highest year in which you are enrolled								
NC	1	2	3	4	5	6	1 m	2 m
5	74	47	47	56	14	0	43	11
2,06%	30,45%	19,34%	19,34%	23,05%	5,76%	0,00%	14,48%	3,70%



OFFICE OF THE SECRETARY INFORMATION SERVICE

Which medium do you use preferable?		
Face-to-face information	135	45,76%
Website	155	52,54%
Virtual Office of the Secretary	181	61,36%
Telephone information	63	21,36%
E-mail	200	67,80%

Answered this item: 295

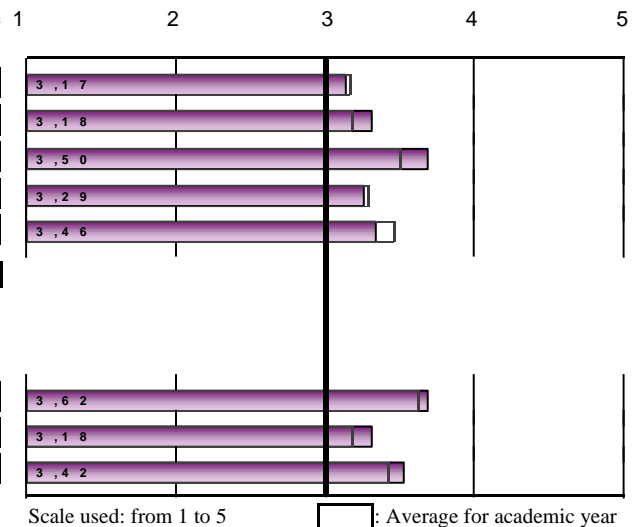
Preferred medium		
Face-to-face information	46	15,49%
Website	49	16,50%
Virtual Office of the Secretary	59	19,87%
Telephone information	24	8,08%
E-mail	119	40,07%

FACE-TO-FACE INFORMATION

Frequency of use of the Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
	14	11,02%	70	55,12%	43	33,86%	AVERAGE	N/C	1	2	3	4	5
1. I consider that opening hours are adequate.							3,14	167	20	20	31	40	19
2. The organisation of the face-to-face information service is satisfactory and convenient.							3,31	165	21	17	24	40	30
3. I consider that waiting time is usually admissible.							3,69	165	18	7	19	42	46
4. In general, the Office of the Secretary has provided enough information.							3,26	163	27	15	23	34	35
5. In general, I'm satisfied with the personal attention received from the Office of the Secretary.							3,35	164	34	10	11	32	46

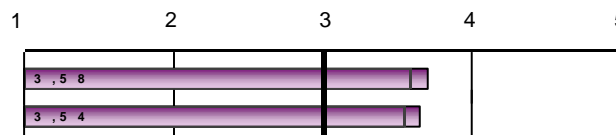
FACULTY/SCHOOL WEBSITE

Frequency of use of the Faculty/School website	Very often		Sometimes		Rarely		Frequency						
	66	44,59%	65	43,92%	17	11,49%	AVERAGE	N/C	1	2	3	4	5
6. The website contains sufficient and updated information.							3,69	147	7	12	30	73	28
7. Information can easily be found on the website.							3,31	146	14	18	46	53	20
8. I am satisfied with the Faculty/School website.							3,52	146	9	17	37	62	26



VIRTUAL OFFICE OF THE SECRETARY

Frequency of use of the Virtual Office of the Secretary	Very often		Sometimes		Rarely		Frequency						
							AVERAGE	N/C	1	2	3	4	5
	74	46,25%	70	43,75%	16	10,00%							
10. The Virtual Office of the Secretary processes requests adequately and is a recommended system.							3,71	127	10	8	42	72	38
11. I think that the response time is suitable.							3,65	137	12	11	38	59	40



TELEPHONE INFORMATION

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
							AVERAGE	N/C	1	2	3	4	5
	12	21,43%	29	51,79%	15	26,79%							
12. I consider that attention provided through this channel is adequate.							3,47	238	12	2	12	12	21
13. In general, I'm satisfied with the attention received.							3,50	237	12	3	13	7	25



E-MAIL

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
							AVERAGE	N/C	1	2	3	4	5
	107	61,14%	50	28,57%	18	10,29%							
14. I consider that the response time is suitable.							3,70	108	19	10	35	70	55
15. In general, the information received is adequate.							3,91	107	17	11	20	67	75

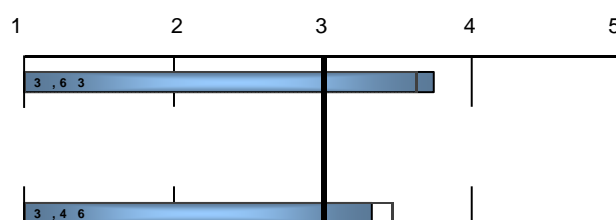


Scale used: from 1 to 5 : Average for academic year

PROCEDURES AND FORMALITIES

ENROLMENT

Have you requested an early examination attempt?	Yes		No		Frequency								
					AVERAGE	N/C	1	2	3	4	5		
	44	16,67%	220	83,33%									
17. My enquiries or formalities related with enrolment have been dealt with appropriately by the Secretary's Office					3,74	16	29	21	49	77	105		
18. My enquiries or formalities related with cancellation of enrolment have been dealt with appropriately.					3,32	7	11	1	2	11	12		



FEES, EXEMPTIONS AND GRANTS

Frequency of use of the service	Very often		Sometimes		Rarely		Frequency						
							AVERAGE	N/C	1	2	3	4	5
19. My enquiries or formalities related with university fees have been dealt with appropriately by the Secretary's							3,67	78	23	25	33	58	80
20. My enquiries or formalities related with grants and exemptions have been dealt with appropriately.							3,52	114	26	22	30	40	65



Scale used: from 1 to 5 : Average for academic year

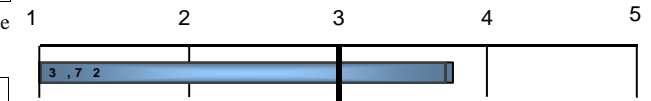
(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C003

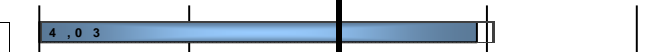
FACULTY/SCHOOL: FACULTAT DE DRET

ASSESSMENT RESULTS AND EXAM RECORDS

Have you completed formalities or made enquiries related with assessment results and exam records?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
21. My enquiries or formalities related with assessment results or exam records have been dealt with appropriately.	128	47,94%	139	52,06%	3,77	22	7	10	19	34	36


STUDENT CARD

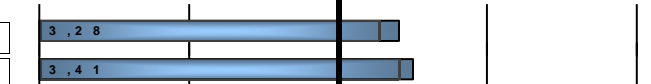
Have you completed formalities or made enquiries related with the student card?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
22. My enquiries or formalities related with the student card have been dealt with appropriately by the Secretary's	151	55,93%	119	44,07%	3,93	13	18	3	18	31	68


CERTIFICATES

Have you applied for a certificate?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
23. I consider that the time taken to issue a certificate was adequate.	111	40,96%	160	59,04%	3,64	13	14	7	16	24	37
24. My enquiries or formalities related with certificates have been dealt with appropriately by the Secretary's Office					3,7	14	11	10	12	28	36


CREDIT RECOGNITION AND TRANSFER

Have you completed formalities or made enquiries related with credit recognition and transfer?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
25. I consider that the time taken to process applications for credit recognition and transfer was adequate.	102	38,64%	162	61,36%	3,41	10	12	11	22	21	26
26. My enquiries or formalities related with credit recognition and transfer have been dealt with appropriately.					3,51	11	10	14	18	18	31


INTERNSHIPS

Have you made enquiries related with internships?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
27. My enquiries related with internships have been dealt with appropriately by the Secretary's Office.	77	29,06%	188	70,94%	3,37	9	14	6	12	13	23


FINAL THESIS

Have you completed formalities or made enquiries related with the final thesis?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
28. The information received on formalities or enquiries related with the final thesis was adequate.	81	30,00%	189	70,00%	3,56	9	11	7	11	17	26
29. I consider that the deadlines for submitting/presenting the final thesis are adequate.					3,36	15	10	8	12	20	16


INTERNATIONAL RELATIONS

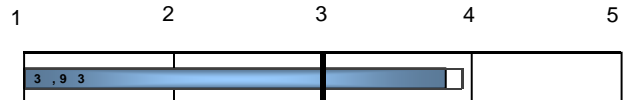
Have you completed formalities or made enquiries related with mobility programmes?	Yes		No		Frequency						
	Count	Percentage	Count	Percentage	AVERAGE	N/C	1	2	3	4	5
30. My enquiries or formalities related with mobility programmes have been dealt with appropriately.	56	21,29%	207	78,71%	3,47	7	9	4	5	17	14


 Scale used: from 1 to 5 : Average for academic year

DEGREE CERTIFICATES

Have you completed formalities or made enquiries related with the issue of the degree certificate?	Yes		No		Frequency						
	44	16,86%	217	83,14%	Strongly disagree.....Strongly agree						
					AVERAGE	N/C	1	2	3	4	5

31. My enquiries or formalities related with the degree certificate have been dealt with appropriately.	3,82	5	4	3	7	7	18
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EARLY EXAMINATION ATTEMPT

Have you requested an early examination attempt?	Yes		No		Frequency				
	32	12,17%	231	87,83%	Strongly disagree.....Strongly agree				

32. My enquiries or formalities related with early examination attempts have been dealt with appropriately.	3,12	8	5	5	4	2	8
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APPEALS AGAINST ASSESSMENT RESULTS

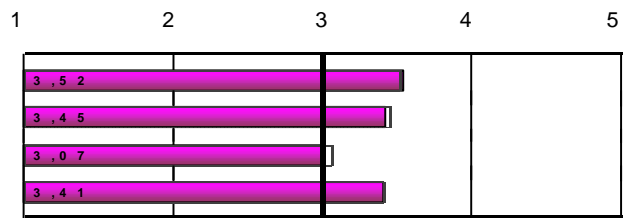
Application of enquiries to challenge qualifications	Yes		No		Frequency				
	16	6,27%	239	93,73%	Strongly disagree.....Strongly agree				

33. The information received about procedures or enquiries to challenge qualifications has been adequate	1,85	3	8	2	1	1	1
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GENERAL

The Office of the Secretary carries out the tasks expected from it.	3,55	37	34	23	47	79	77
The Office of the Secretary usually deals with my requests satisfactorily.	3,42	33	44	28	40	76	76
I have observed improvements in the general operation of the service on the occasions that I have made use of it.	2,99	102	45	36	31	41	42
In general, I am satisfied with the operation of the Office of the Secretary of the Faculty or School.	3,41	34	50	21	44	66	82



Do you miss any service at the office of the secretary of your faculty or school?	Yes		No	
	30	10,71%	250	89,29%

Scale used: from 1 to 5 : Average for academic year

(Student opinion and satisfaction survey)

FACULTY/SCHOOL: C003

FACULTY/SCHOOL: FACULTAT DE DRET

EVOLUCIÓ		OFFICE OF THE SECRETARY INFORMATION SERVICE															
		1. I consider that opening hours are adequate.		2. The organisation of the face-to-face information service is satisfactory and convenient.		3. I consider that waiting time is usually admissible.		4. In general, the Office of the Secretary has provided enough information.		5. In general, I'm satisfied with the personal attention received from the Office of the		6. The website contains sufficient and updated information.		7. Information can easily be found on the website.		8. I am satisfied with the Faculty/School website.	
Curs	Recollides	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
22-23	297	130	3,14	132	3,31	132	3,69	134	3,26	133	3,35	150	3,69	151	3,31	151	3,52
20-21	411	147	2,95	150	2,73	149	3,1	149	2,96	152	3,05	225	3,34	226	3,08	225	3,25
18-19	347	122	2,8	122	3,2	121	3,44	121	3,03	122	3,07	60	3,5	60	3,02	60	3,37

EVOLUCIÓ		OFFICE OF THE SECRETARY INFORMATION SERVICE										PROCEDURES AND FORMALITIES							
		10. The Virtual Office of the Secretary processes requests adequately and is a		11. I think that the response time is suitable.		12. I consider that attention provided through this channel is adequate.		13. In general, I'm satisfied with the attention received.		14. I consider that the response time is suitable.		15. In general, the information received is adequate.		#. The assistance received throughout the enrolment process was adequate and		17. My enquiries or formalities related with enrolment have been dealt with appropriately by the		18. My enquiries or formalities related with cancellation of enrolment have been dealt with	
Curs	Recollides	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
22-23	297	170	3,71	160	3,65	59	3,47	60	3,5	189	3,7	190	3,91	*	281	3,74	37	3,32	
20-21	411	246	3,29	242	3,15	127	2,99	125	2,98	273	3,22	274	3,31	185	3,49	370	3,34	55	2,87
18-19	347	71	3,61	68	3,43	8	3,25	6	2,83	69	3,51	72	3,56	170	3,73	328	3,57	56	3,16

EVOLUCIÓ		PROCEDURES AND FORMALITIES																	
		19. My enquiries or formalities related with university fees have been dealt with appropriately		20. My enquiries or formalities related with grants and exemptions have been dealt with		21. My enquiries or formalities related with assessment results or exam records have been		22. My enquiries or formalities related with the student card have been dealt with		23. I consider that the time taken to issue a certificate was adequate.		24. My enquiries or formalities related with certificates have been dealt with appropriately		25. I consider that the time taken to process applications for credit recognition		26. My enquiries or formalities related with credit recognition and transfer have been		27. My enquiries related with internships have been dealt with appropriately by the	
Curs	Recollides	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
22-23	297	219	3,67	183	3,52	106	3,77	138	3,93	98	3,64	97	3,7	92	3,41	91	3,51	68	3,37
20-21	411	300	3,32	290	3,21	127	3,16	149	3,64	117	3,15	119	3,11	110	2,85	109	2,96	107	2,83
18-19	347	267	3,51	239	3,11	136	3,36	127	3,7	124	3,4	134	3,44	105	3,01	107	3,25	111	3,24

EVOLUCIÓ		PROCEDURES AND FORMALITIES											
		28. The information received on formalities or enquiries related with the final thesis		29. I consider that the deadlines for submitting/presenting the final thesis are adequate.		30. My enquiries or formalities related with mobility programmes have been dealt with		31. My enquiries or formalities related with the degree certificate have been dealt with		32. My enquiries or formalities related with early examination attempts have been		33. The information received about procedures or enquiries to challenge	
Curs	Recollides	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
22-23	297	72	3,56	66	3,36	49	3,47	39	3,82	24	3,12	13	1,85

FACULTY/SCHOOL: C003

FACULTY/SCHOOL: FACULTAT DE DRET

20-21	95	3,17	89	3,15	83	2,83	47	3,53	34	2,85	34	1,85
18-19	76	3,41	69	3,42	79	3,08	52	3,38	33	3,12	33	2,48

GLOBAL

Curs	The Office of the Secretary carries out the tasks expected from it.		The Office of the Secretary usually deals with my requests satisfactorily.		I have observed improvements in the general operation of the service on the occasions that I		In general, I am satisfied with the operation of the Office of the Secretary of the	
	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE	n°enq.	AVERAGE
22-23	260	3,55	264	3,42	195	2,99	263	3,41
20-21	345	3,13	346	3,09	291	2,66	352	3,08
18-19	311	3,39	316	3,32	259	2,9	320	3,29

* The average item is calculated from three surveys rating.

#. Item not included in the current version